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While we wait for others to log on, please chat in:

- Your name
- Your role
- The organization you represent





Chief Quality Officer Professional Development Program

Informational Call

Lauren Downing, Director, Program Management, IHI
Kelly McCutcheon Adams, Senior Project Director, IHI

June 11, 2024

Program Team



Lauren Downing
Director, Program Management
Institute for Healthcare Improvement



Kelly McCutcheon Adams, LICSW
Senior Director
Institute for Healthcare Improvement



Agenda

Overview of the Institute for Healthcare Improvement

Experience from a Past Participant

Program Overview

Expectations

Questions



IHI Mission

To improve health
and health care
worldwide

IHI Vision

Everyone has
the best care and
health possible



Since 1991

In large systems and small villages, we have taken improvement methods originally used in the manufacturing industry and applied them to improving all aspects of health and health care.

We build improvement capability by providing people with methods and tools to make care better.



Let's Hear from You

What drew you to this call?

What would make a course like this most valuable to you?



Past Participant Experience

Michael Calderwood, MD MPH FIDSA

Chief Quality Officer, Dartmouth Hitchcock
Medical Center

Associate Professor of Medicine, Geisel
School of Medicine at Dartmouth

Staff Physician, Infectious Disease &
International Health

Michael.S.Calderwood@hitchcock.org



Program Overview

Program Objectives

After this program, participants will be able to:

- Establish an effective quality management system built on quality planning, quality control, and quality improvement
- Identify real-world examples of best practices, approaches, and methods to apply in clinical, nursing, administrative, and various other settings
- Apply best practices from case studies and advice from today's CQOs about how they are leading this work across diverse organizations
- Develop a grounding in improvement science and the latest approaches to leading quality across an organization.



Curriculum Overview

Blended program with 11 live-virtual sessions and 2 in-person meetings

In addition to live virtual sessions, participants complete self-paced activities in between the virtual sessions

Live-Virtual Sessions 2:00 PM – 4:30 PM ET*	
Session 2: January 9, 2025	Session 7: March 27, 2025
Session 3: January 23, 2025	Session 8: April 10, 2025
Session 4: February 6, 2025	Session 10: May 15, 2025
Session 5: February 20, 2025	Session 11: May 29, 2025
Session 6: March 13, 2025	Session 12: June 12, 2025
<i>*Timing may vary for 2025</i>	Session 13: June 26, 2025

In-Person Meetings
Session 1: December 9, 2024
IHI Forum in Orlando, FL
Session 9: End of April/Beginning of May 2025
IHI Leadership Alliance Spring Meeting in Washington, DC



Core Faculty



James Moses, MD MPH
Chief Quality, Safety, and
Experience Officer
Corewell Health



Abraham Jacob, MD MHA
Chief Quality Officer
M Health Fairview



Leslie Jurecko, MD MBA
Chief Safety, Quality, and
Patient Experience Officer
Cleveland Clinic Health
System



Amy Lu, MD
Chief Quality Officer
University of California
San Francisco Health



Who Should Attend

Consider registering for this program if you are a:

- Current CQO looking for a best-practice framework for leading quality
- A quality leader who would like to prepare to become a CQO in the future
- C-suite leader responsible for quality



Continuing Education



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

In support of improving patient care, the Institute for Healthcare Improvement is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



Expectations



Attendance



Active Participation



Asynchronous Assignments



IHI CQO Network

Global network of CQOs

Membership includes registration in IHI's Forum in December

Launched with a call on June 3

Email Nikki Tennermann at ntennermann@ihi.org for more information

<https://www.ihi.org/networks/chief-quality-officer>





What's Next?

Register

<https://www.ihl.org/education/InPersonTraining/Chief-Quality-Officer/Pages/default.aspx>

Discounts and Scholarships

Group discounts and scholarships available

Have additional questions?

Email ldowning@ihl.org to schedule time



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